ANNUAL REPORT
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1989
Alberta
Social Care
Facilities
Review
Committee

Alberta
SOCIAL CARE FACILITIES
REVIEW COMMITTEE

90-05185/

1989 Alberta Social Care Facilities Review Committee

Submitted to
The Honourable
John Oldring
Minister of
Family and
Social Services

January 1 to December 31, 1989

Alberta
SOCIAL CARE FACILITIES
REVIEW COMMITTEE

#404, Energy Square Building, 10109 - 106 Street, Edmonton, Alberta, Canada T5J 3L6 403/427-3010

In Replying Please Quote:

February 28, 1990

The Honourable John Oldring
Minister of Family and Social Services
Room 104
Legislature Building
Edmonton, Alberta
T5K 2B6

Dear Mr. Oldring:

The Social Care Facilities Review Committee has the honour to present their 1989 report to you.

During the calendar year of 1989 the committee made 1,233 visits to social care facilities in Alberta.

In this report we have endeavoured to provide you with an overview of the operations of these facilities.

Sincerely,

Walter Paszkowski

Walter Paszkowski
Chairman

WP/sm

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Chairman's Report

In 1989, members of the Social Care Facilities Review Committee conducted visits to various social care facilities which enabled the committee members to view first-hand delivery of programs which are under the direct auspices of the Minister of Family and Social Services, or in some cases, involve those services offered by Alberta Health and the Alberta Solicitor General.

During this time, the committee members had the opportunity to meet many of the individuals who deliver and receive social care services throughout the entire province of Alberta. This report will summarize the unannounced visits of the committee and provide a brief overview of the committee's observations for the year.

The committee would gratefully like to acknowledge the courtesy and hospitality shown to the committee by staff of the various facilities which were visited.

Ongoing liaison with the Department of Family and Social Services through meetings, conferences and special presentations, allowed the members to be "current" with various department changes as they occurred.

The committee maintains a close liaison with the Minister of Family and Social Services regarding its activities throughout the year.

Special recognition and appreciation is extended to all the associations, agencies, boards, administrators and volunteers, who have made special contributions to both children and adults with special needs.

In closing, the committee would like to extend a special word of thanks to retiring Member/Chairman - Roy Brassard, M.L.A., and members - Rita Nyback and Carol Wilmot for their contributions to the overall success of the committee's operation. Their expertise was sincerely valued and appreciated!

Committee Members

Chairman:	Roy Brassard, MLA Olds/Didsbury (June 1/89 - September 13/89)	Olds
	Walter Paszkowski, MLA Smoky River (Appointed December 21, 1989)	Sexsmith
Vice-Chairman:	Rita Nyback (January - October 1989)	Camrose
	Marilyn Sereda (November - December 1989)	Edmonton
Members:	George Abma	Edmonton
	Hazel Cail	Camrose
	Ute Davies	Calgary
	Ruby Hill	Lethbridge
	Christina Jones	McLennan
	Ted Kensington	Sherwood Park
	Bonnie Laing, MLA Calgary/Bow	Calgary
	T. Edward Poppitt	Calgary
	Sherrolynne Wilcox	Beaverlodge
	Jean Wright	Vermilion
Committee Changes:	Roy Brassard, MLA (Appointed Associate Minister, Family and Social Services - September 14/89)	
	Rita Nyback (Retired)	
	Carol Wilmot (Retired)	
Staff:	Evelyn Bliss Administrative Assistant	Edmonton
	Sharron Johnson Secretary	Edmonton
	Sandy Molstad Secretary	Edmonton

Members are appointed by the Lieutenant-Governor-in-Council.

The committee members wish to express thanks and appreciation to Rita Nyback and Carol Wilmot who served so willingly and effectively during their terms of office as committee members.

Role of the Committee

The Social Care Facilities Review Committee Act was passed by the Legislative Assembly, of Alberta in 1980, and amended in 1985. Under this Act, the Social Care Facilities Review Committee was established. The committee consists of 12 members appointed by the Lieutenant-Governor-in-Council. Those appointed are from various parts of the Province and include two Members of the Legislative Assembly.

The committee reviews and inspects all social care facilities, observing the manner in which they are operated. These facilities may receive part or all of their funding from the Government of Alberta. Group homes, foster homes, day care centres, adult care centres, hostels, emergency shelters and vocational training centres are visited under the mandate of the committee (See Appendix II). During 1987, an amendment to the Social Care Facilities Licensing Act was passed to include licensed family day homes and nursery schools under the committee's mandate.

The Minister of Family and Social Services may request that the committee visit a facility to report on any matter that the Minister specifies. For the purpose of carrying out the regular visit or an investigation under the Social Care Facilities Review Committee Act, the committee may enter a facility unannounced at any reasonable hour.

While visiting social care facilities, members try to speak to all those involved, listening to concerns, comments, or suggestions which would serve to improve the quality of care. Depending on the facility, the committee communicates with residents and their relatives, employees, administrators, board members, councillors, members of sponsoring organizations or the public.

The committee meets at least monthly to review the results of these visits, as well as to make suggestions, and to respond to enquiries connected with the committee's experience and activities.

Observations

Alberta Alcohol and Drug Abuse Commission (AADAC)

The Commission continues to offer outstanding programs to individuals it serves. Counselling centres, detoxification centres and residential programs were visited by the committee members. A variety of beneficial seminars, workshops and courses have been attended by AADAC staff members.

The practice of participation of family members in counselling and treatment programs is encouraged.

Child Welfare Facilities

The responsible and caring manner in which child welfare agencies fulfil their duties in the care and treatment of children is acknowledged.

The committee recognizes the unique challenges of providing care to these children. Staff development programs were noted and are encouraged.

Day Care Facilities

Day Care Centres

In 1989, 446 visits to day care centres throughout the Province took place. Of these centres, 199 were located in Edmonton, 119 in Calgary, 35 in the south region, 48 in the central region and the remaining facilities were in smaller centres in rural Alberta.

The Day Care Licensing Policy Manual continues to have a positive influence in assisting the operators to interpret the regulations and thereby provide uniformity in the standard of care.

More frequent monitoring of centres where deficiencies were noted resulted in an overall improvement in the operation of these facilities.

The staff in day care centres in general have been made more aware of possible child abuse and signs of neglect and/or abuse.

Continuing efforts to familiarize staff in the recognition and reporting of suspected cases of child abuse is being encouraged.

The committee feels that requirements for trained staff be established by the department, based on the number of licensed spaces.

A combination of trained staff and experienced caregivers would be beneficial to the children in these facilities.

In order to recognize the achievement of staff members, the display of diplomas or certificates should be encouraged.

During the year the committee became aware of the increasing need for child care arrangements provided on a twenty-four hour basis. Revision of present guidelines may be necessary to ensure quality care and safety for the children.

Operators appear to be making an effort to employ a higher proportion of qualified staff. This is a trend which should be encouraged.

As different types of structures are increasingly being utilized for day care centres, we recommend careful review of the space allocation to ensure that there is adequate room necessary for a child's development. This space should not include areas utilized as kitchens, bathrooms and hallways.

In the area of programming, operators are encouraged to ensure that there is implementation of programs which meet the developmental needs of the children.

Most centres which provide hot lunches seem to make an effort to follow the Canada Food Guide in the provision of nutritious and varied meals to the children.

There are centres which require that the child's daily food and utensils be brought from home. The committee is concerned about the nutritional value, the storage and the manner in which this food is served.

It is important for parents to continue to play a vital role in the selection and monitoring of the child's day care centre. Informative pamphlets regarding choice of day care and related matters are available from the Department of Family and Social Services.

Licensed Family Day Homes

Seventy-one family homes were visited during the year.

Facilities monitored by the committee appear to be adequate. Emphasis should be placed on adequate programming to ensure that it meets the developmental needs of the children.

The management of many family day homes is being taken over by agencies that are responsible for the selection and monitoring of the homes under their supervision.

A "Family Day Home Program Manual" is currently being developed for distribution to the providers to ensure adequate standards of care.

Nursery Schools

During the year, 57 nursery schools were visited in cities and rural areas. These facilities provide part-time care with the objective of developing social skills through interaction with other children.

Parent involvement has had a positive effect on the overall operation of these centres. This involvement is to be commended and encouraged.

Most nursery schools fulfill the young child's needs for socialization and creative play. Programming, in most cases, seemed to be adequate.

The development of a list of activities appropriate for this age group would be an asset for operators who require assistance in the area of programming.

Programs for School Age Children

The Department of Family and Social Services issues licenses to After School Care facilities. The standard of operation and staff requirements are established by the municipalities in which they are located. This service may be provided by day care centres, community centres and schools.

The day care centres generally appear to provide good service but there seems to be some resistance by children over the age of nine years to attend these facilities. Programs that are operated in community centres and schools appear to have a greater appeal to children between the ages of eight and twelve years.

Consideration for standardization of operational guidelines or regulations should be uniform throughout the province to ensure quality care.

There is a continuing need for school age programs in both rural and urban areas.

Foster Homes

It was felt that the overall care given by foster parents is generally good. Changes in recent years in the behavioural patterns of the children being placed in foster care has added additional stress to foster parents.

There appears to be a growing need for specialized training of foster parents to meet the emotional and behavioural needs of the foster child.

The committee noticed a trend towards increased involvement of the child's natural parents and family which could make the foster parents' role more complex.

The committee believes that this has affected the number of providers which has resulted in fewer foster homes being available.

Group Homes

Group homes provide service for physically, mentally, and emotionally disturbed individuals to assist in improving their involvement in community activities with the ultimate goal of independent living.

Mental Health Facilities

The Mental Health community facilities provide a secure environment for the transition from illness to reintegration into society.

The committee found that the staff in these facilities were generally well qualified to deal with the individual's needs and to help provide a support system.

An approved home provides a supportive homelike environment for adults with mental health problems which helps create the opportunity for a more independent lifestyle.

The committee would also like to recognize those people who open their homes to those in need of a stable environment. With the movement away from institutionalization where possible, the trend seems to be in the best interest of the residents.

Single Men's Hostels

Single Men's Hostels provide shelter to those in need of temporary accommodation. These facilities also supply counselling, job support and medical referrals. As further needs are identified they are directed to the appropriate services.

Special Care Homes for the Aged

These facilities offer minimum care and lodging for the elderly and make a good contribution to enriching the quality of seniors' lives.

Vocational Training Centres

The committee visited vocational rehabilitation centres in Alberta and noted the degree of innovation and initiative being displayed by the agencies and their staff members.

It is recognized that an increased emphasis has been placed on integration of people who are handicapped into all phases of community living.

The committee also noted the ingenuity and dedication of the staff in many of these facilities to find employment in the community and to teach the appropriate work skills to their clients.

Through the vocational rehabilitation centres, many of the handicapped people being served under these programs have been integrated into the community through their employment. The presence of the handicapped working in the community appears to have been well received in the community.

Women's Emergency Shelters

The committee visited women's emergency shelters throughout the province during 1989. Credit should be given to the volunteers in various communities. The partnership between municipalities and the Province of Alberta makes these shelters possible.

Due to an increasing need for such facilities and the public's growing awareness of this service, the facilities frequently operate at capacity.

During the year, the committee noticed the increased emphasis on the development of counselling programs for children who are victims of violence. These programs strive to break the cycle that exists and assist children in dealing constructively with the problem.

Summary of Recommendations

1. It is recommended that space allocation in a day care centre only include space that children actually occupy and should exclude the space utilized for kitchens, bathrooms and hallways.

2. It is recommended that the Foster Care Program be reviewed to identify the reason for the decline in and the availability of the number of foster homes in the province.

The following recommendations are currently policy and should be stressed:

1. It is recommended that the day care operators, directors and staff should be familiar with and utilize policies and procedures regarding day care centres as outlined in the Day Care Licensing Policy Manual; a copy of the Manual should be located on the premises and be accessible.

2. It is recommended that day care operators ensure that an adequate program which meets the developmental needs of the children be implemented in their centre.

3. It is recommended that centres which require children to bring food from home ensure that the food is stored appropriately, served in an attractive manner and that the parents are advised of the nutritional requirements of young children.

Appendix I
Complaints Received

The Committee receives written and telephone complaints (in addition to any received during visits) about the care, treatment and standard of accommodation afforded to individuals residing in or cared for by a social care facility. Complaints may be registered by individuals, staff, administrators, parents, relatives or the public.

The committee received twenty-one complaints during 1989. Of these, four were related to group homes, eleven to day care, one to vocational rehabilitation centres. The remainder were appropriately referred.

All concerns are treated confidentially and are investigated as soon as possible.

Appendix II
Visit Summary

Type of Facility Visited	Calgary	Central	Edmonton	Northeast	Northwest	South	Totals:
Alberta Alcohol and Drug Abuse Commission Facilities	3	-	1	3	2	3	12
Child Welfare Facilities	18	8	21	10	11	6	74
Day Care Facilities:							
Day Care Centres	119	48	199	17	28	35	446
Family Day Homes	27	6	18	8	10	2	71
Nursery Schools	9	10	27	-	10	1	57
Programs for School Age Children	58	15	96	8	10	14	201
Foster Homes	13	10	27	10	6	6	72
Group Homes	49	73	55	9	23	17	226
Mental Health Facilities	2	-	8	-	-	-	10
Single Men's Hostels	-	-	-	-	2	-	2
Special Care Homes for the Aged	1	-	-	-	2	3	6
Vocational Training Centres	3	7	9	6	5	11	41
Women's Emergency Shelters	2	2	4	3	2	2	15
Totals:	304	179	465	74	111	100	1,233
Total Number of Facilities Visited:							1,233

Appendix III
The Social Care Facilities Review Committee Act

GOVERNMENT OF THE PROVINCE OF ALBERTA

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

Revised Statutes of Alberta 1980, Chapter S-15
with amendments in force as of July 1, 1985

Consolidated July 30, 1985

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NOTE

All persons making use of this consolidation are reminded that it has no legislative sanction, that the amendments have been embodied for convenience of reference only, and that the original Acts should be consulted for all purposes of interpreting and applying the law.

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

CHAPTER S-15

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HER MAJESTY, by and with the advice and consent of the Legislative Assembly of Alberta, enacts as follows:

Definitions

1 In this Act,

(a) "Committee" means the Social Care Facilities Review Committee and includes a sub-committee established under section 3;

(b) "facility" means a place that is operated by or receives its current operating funds or part of them directly or indirectly from the Government of Alberta and that is

(i) a place of care for persons who are aged or infirm or who require special care,

(ii) a building or part of a building, other than a home maintained by a person to whom the children living in that home are related by blood or marriage, in which care, supervision or lodging is provided for 4 or more children under the age of 18 years, but does not include a place of accommodation designated by the Minister as not constituting a child caring institution,

(iii) a hostel or other establishment operated to provide accommodation and maintenance for not less than 4 unemployed or indigent persons,

(iv) an emergency shelter,

(v) a residential alcohol and drug abuse treatment centre,

(vi) a day care facility licensed under the *Social Care Facilities Licensing Act* and the regulations under that Act,

(vii) a group home or shelter for physically or mentally handicapped persons, or

(viii) a vocational rehabilitation and training centre for physically or mentally handicapped persons,

other than one that is defined as a hospital under the *Health Facilities Review Committee Act* or a correctional institution under the *Corrections Act;*

(c) "Minister" means the Minister of Social Services and Community Health.

RSA 1980 cS-15 s1; 1984 cC-8.1 s108; 1985 c51 s2

Social Care Facilities Review Committee

2(1) There is hereby established a committee called the "Social Care Facilities Review Committee" consisting of not more than 12 members appointed by the Lieutenant Governor in Council.

(2) The members of the Committee appointed under subsection (1) may include members of the Legislative Assembly who are not members of the Executive Council.

(3) An order under subsection (1) appointing a member of the Committee may provide for his term of office but in the absence of that provision, the term of office of a member is one year from the effective date of his appointment and thereafter until his successor is appointed.

(4) The Lieutenant Governor in Council shall designate one of the members of the Committee as chairman and another as a vice-chairman and, unless the order otherwise provides, the term of office of a chairman or vice-chairman so designated shall be one year from the effective date of the designation and until their respective successors are thereafter designated.

(5) The vice-chairman shall be the acting chairman of the Committee in the event of the absence or inability to act of the chairman or a vacancy in the office of chairman.

RSA 1980 cS-15 s2

Sub-committees

3(1) The Committee may

(a) establish one or more sub-committees to perform any duties and functions and exercise any powers of the Committee prescribed by the Committee, and

(b) appoint as members of a sub-committee not less than 3 members of the Committee.

(2) When a sub-committee is established, the Committee shall designate a member of a sub-committee to preside over the sub-committee.

(3) A member of the Committee may be appointed to more than one sub-committee.

(4) A majority of the members appointed to a sub-committee constitute a quorum of the sub-committee.

(5) A decision or other action made or taken by a sub-committee at which its quorum is present is the decision or action of the Committee and binds all members of the Committee.

(6) Two or more sub-committees may act simultaneously.

(7) If a sub-committee is performing a duty or function or exercising its powers and one or more members of the sub-committee is absent during a portion of the time that the sub-committee is performing a duty or function or exercising a power, the remaining members of the sub-committee that are present may, if they constitute a quorum of the sub-committee, perform the duty or function and exercise the power of the sub-committee.

(8) Notwithstanding that a sub-committee is established under this section, the Committee may also perform any duty or function or exercise any power that it prescribed the sub-committee to perform or exercise.

RSA 1980 cS-15 s3

Remuneration and expenses

4 The Lieutenant Governor in Council

(a) may prescribe the rates of remuneration payable to members of the Committee other than those who are employees of the Government or members or employees of an agency of the Government, and

(b) may authorize the payment of travelling and living expenses for members of the Committee while outside their normal place of residence in the course of performing their duties.

1980 c46 s4

Staff

5(1) The Minister may appoint an employee of the Government under his administration as the Executive Director of the Committee who shall, under the direction of the chairman of the Committee, assist the Committee in carrying out its duties and functions and exercising its powers.

(2) The Minister shall provide to the Committee the services of employees of the Government under his administration and supplies for the purpose of carrying out secretarial, clerical and related work that the Committee may reasonably require to enable it to carry out its duties and functions and exercise its powers.

1980 c46 s5

Committee meetings

6 The Committee may, with the approval of the Lieutenant Governor in Council, make rules governing the calling of its meetings, the quorum required at its meetings, the procedures at its meetings and any other matter relating to the conduct of its business and affairs.

1980 c46 s6

Visits to facilities

7(1) The Committee shall from time to time visit all facilities for the purpose of reviewing and inspecting them and the manner in which they are operated.

(2) The Minister may from time to time request the Committee to conduct a visit to a facility for the purposes of reporting to the Minister on any matter that the Minister may specify in his request.

1980 c46 s7

Investigation of complaints

8 If a complaint is made to the Committee by or on behalf of a person in a facility, the Committee shall investigate the care and treatment and the standards of accommodation received by that person or any other person in the facility.

1980 c46 s8

Right of entry

9 For the purpose of carrying out a visit or an investigation under this Act the Committee may enter a facility at any reasonable hour.

1980 c46 s9

Inspection of records

10(1) The Committee, with respect to a visit or an investigation under this Act, is entitled to access to the records of the facility for the purpose of inspecting them, making copies of them or taking extracts from them.

(2) Subsection (1) does not apply to

(a) the financial records of the facility that relate to the operation of the facility, or

(b) the medical or clinical records of a person unless that person or his guardian gives his consent to those records being inspected.

1980 c46 s10

Financial affairs

11 Nothing in this Act shall be construed as empowering the Committee or other person acting under this Act to inquire into the financial affairs of the facility that relate to the operation of the facility.

1980 c46 s11

Functions on behalf of Committee

12(1) The Committee may authorize

(a) a member of the Committee to carry out a visit or investigation on behalf of the Committee, or

(b) subject to the approval of the Minister, an employee of the Government under the Minister's administration to carry out a specific inquiry on behalf of the Committee in respect of a visit or investigation.

(2) When a member of the Committee or other person has carried out a visit, investigation or specific inquiry on behalf of the Committee, that member or person shall report his findings to the Committee.

1980 c46 s12

Complaint officer

13(1) The Committee may designate

(a) a member of the Committee, or

(b) with the approval of the Minister, an employee of the Government who is under the administration of the Minister,

as a complaint officer.

(2) The complaint officer shall on behalf of the Committee

(a) make preliminary inquiries, or

(b) if directed to do so by the chairman of the Committee, make investigations

into complaints received under section 8 and report the results of the inquiry or investigation to the Committee.

(3) Members of the Committee at the request of the chairman of the Committee may assist the complaint officer in the carrying out of his duties.

1980 c46 s13

Powers of Committee members

14 A member of the Committee or an employee of the Government carrying out a visit, investigation or other matter on behalf of the Committee has the same powers that the Committee would have if it were carrying out the visit, investigation or other matter.

1980 c46 s14

Court order for entry

15(1) If the Committee, a member of the Committee or an employee of the Government acting on behalf of the Committee is refused entry to a facility for the purposes of conducting a visit or an investigation, the chairman of the Committee or a person designated by him may apply to the Court of Queen's Bench by originating notice for an order permitting the Committee, member or employee to

(a) enter the facility at any reasonable hour and conduct the visit or investigation, and

(b) require the production of any records of the facility, other than those referred to in section 10(2).

(2) An application under subsection (1) may be made ex parte, if the Court considers it proper to do so in the circumstances.

1980 c46 s15

Annual report

16(1) As soon as possible after the end of each year, the Committee shall prepare and submit to the Minister a report summarizing its activities in that year.

(2) On receiving a report under subsection (1), the Minister shall lay a copy of the report before the Legislative Assembly if it is then in session, and if not, within 15 days after the commencement of the next ensuing session.

1980 c46 s16

Act binds Crown

17 This Act binds the Crown.

1980 c46 s17

SOCIAL CARE FACILITIES REVIEW COMMITTEE ACT

CHAPTER S-15

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Appendix IV
Location of Committee Office

In 1989 The Social Care Facilities Review Committee was located at:

4th Floor, Essex Building
10707-100th Avenue
Edmonton, Alberta
T5J 3M1

Effective January 1st, 1990 the office has moved and is now located at:

#404, Energy Square Building
10109-106th Street
Edmonton, Alberta
T5J 3L6

Telephone number:
(403) 427-3010

Contact Person(s):
Marilyn Sereda, *Vice-Chairman*
Evelyn Bliss, *Administrative Assistant*